



TOLL COLLECTOR
OPEN, NON-PROMOTIONAL SPOT FOR
OAKLAND

FINAL FILING DATE: FEBRUARY 3, 2009

OFFERING EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

OPEN, NON-PROMOTIONAL SPOT FOR	DISTRICT 4 – OAKLAND Candidates may only establish eligibility in this location. Indicate this location for which you are applying directly under the examination title on your application. Applications will be accepted on an open, non-promotional basis only.				
HOW TO APPLY	<p>Applications (STD 678) must be RECEIVED OR POSTMARKED no later than the final filing date. FAXED OR E-MAILED APPLICATIONS WILL <u>NOT</u> BE ACCEPTED. Applications postmarked AFTER THE FINAL FILING DATE, personally delivered or received via interoffice mail AFTER 5:00 P.M. ON THE FINAL FILING DATE WILL <u>NOT</u> BE ACCEPTED FOR ANY REASON. THE EXAMINATION TITLE <u>MUST</u> BE INDICATED ON THE APPLICATION.</p> <table><tr><td>FILE BY MAIL:</td><td>Department of Transportation Exam Services (MS 86) P.O. Box 168036 Sacramento, CA 95816-8036</td><td>FILE IN PERSON:</td><td>Department of Transportation 1727 30th Street, 1st Floor Sacramento, CA 95816 (916) 227-7860 or 227-7464</td></tr></table> <p>SUBMIT APPLICATIONS ONLY TO THE ADDRESSES INDICATED ABOVE. DO NOT SEND APPLICATIONS TO THE STATE PERSONNEL BOARD OR DEPARTMENT OF TRANSPORTATION DISTRICT OFFICES. Applications may be obtained at the State Personnel Board in Sacramento, any Employment Development Department office, Department of Transportation district office, or at www.dot.ca.gov/hq/jobs on the Internet.</p>	FILE BY MAIL:	Department of Transportation Exam Services (MS 86) P.O. Box 168036 Sacramento, CA 95816-8036	FILE IN PERSON:	Department of Transportation 1727 30 th Street, 1 st Floor Sacramento, CA 95816 (916) 227-7860 or 227-7464
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REASONABLE ACCOMMODATION	If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements. TDD users may contact the California Relay Service TDD line at 1-800-735-2929, Voice line at 1-800-735-2922.				
SALARY RANGE	\$2705 - \$3285				
WRITTEN TEST DATE	The written test is scheduled for May 9, 2009.				
REQUIRED IDENTIFICATION	Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.				
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>NOTE: All applicants must meet the education and/or experience requirements for this examination by the written test date. Your signature on your application indicates that you read, understand, and possess the minimum qualifications required.</p> <p>NOTE: All applications/resumes must include: “to” and “from” dates (month/day/year), time base, civil service or private sector titles, and the duties performed. Applications/resumes received without this information will be rejected.</p> <p>Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as “Either” I, “or” II “or” III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.</p>				
MINIMUM QUALIFICATIONS	<p>Either I</p> <p>One year of experience in the California state service performing the duties of a Service Assistant (Toll Collection).</p> <p>Or II</p> <p>Two years of work experience or military experience. (Education beyond the twelfth grade may be substituted for the required experience on a year-for-year basis.)</p> <p>Or III</p> <p>One year of experience in clerical, cashiering, or record-keeping work, or in a position requiring frequent responsible public contact.</p>				
ADDITIONAL DESIRABLE QUALIFICATIONS	Education equivalent to completion of the twelfth grade.				
SPECIAL PERSONAL CHARACTERISTICS	Ability to qualify for a fidelity bond (all new hires will be fingerprinted). Willingness to work on either a rotating or broken shift or on a fixed assignment to the day, swing, or graveyard shifts. Willingness to work on weekends or holidays and to report for duty or work additional hours whenever traffic or other emergencies arise. Tact; firmness; patience; reliability; punctuality; neat personal appearance; willingness to work under strict discipline; keenness of observation.				
SPECIAL PHYSICAL REQUIRMENTS	Ability to remain in a confined area for long periods of time; hearing adequate for job performance; capacity to transport weights of at least 35 pounds.				

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

POSITION DISCRIPTION	Under direction, to assess, collect and register rolls and account for money on a State-owned toll bridge; and to do other related work. According to vehicle classification, assesses, collects, and registers tolls in the form of cash, charge account, or ticket for all types of vehicles passing through an assigned toll lane. Makes change and prepares and issues machine-printed or handwritten charge tags and cash receipts as required. Verifies the validity of charge plates and various types of tickets, and confiscates those which are found to be invalid. Watches for counterfeit, foreign, or mutilated monies. Sells and registers the sale of commute books. Prepares a daily report of collections and commute book sales and inventory. May direct traffic and give information to the public regarding points of interest and traffic directions. Watches for designated vehicles or persons. May appear and testify in court in the prosecution of law violators. Enforces special rules and regulations pertinent to toll collections and the safety of property and bridge traffic. May prepare reports.
EXAMINATION INFORMATION	This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum score of 70% must be attained.
WRITTEN TEST – WEIGHTED 100%	
<p>A. Aptitude for:</p> <ol style="list-style-type: none">Record-keeping and cashiering work.Making change and handling transactions swiftly and accurately. <p>B. Knowledge of:</p> <ol style="list-style-type: none">Main roads, principal streets and points of interest within the general vicinity of the bridge where employed. <p>C. Ability to:</p> <ol style="list-style-type: none">Read and write English at a level required for successful job performance.Communicate effectively and deal tactfully with the public under trying conditions and work effectively under pressure.Evaluate situations accurately and take effective action.Remember license numbers, faces, and incidents.Make arithmetical computations rapidly and accurately.Learn and understand laws, rules, and regulations pertinent to toll collections and the safety of property and bridge traffic.Follow directions.Concentrate on a familiar and routine procedure.Write legibly and spell correctly.Prepare accurate and complete reports.Identify commute books and passes accurately.	
ELIGIBLE LIST INFORMATION	An open, non-promotional spot eligible list will be established for the Department of Transportation in District 4. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
CAREER CREDITS	Career credits will be added to the final score of all competitors who are successful in this examination and who qualify for these credits. IF YOU RECEIVE VETERANS PREFERENCE POINTS, YOU CANNOT ALSO RECEIVE CAREER CREDITS.
VETERANS PREFERENCE POINTS	Veterans preference points will be added to the final score of all competitors who are successful in this examination and who qualify for, and have applied for, these points. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS PREFERENCE POINTS.

GENERAL INFORMATION

It is the candidate’s responsibility to contact the Caltrans Office of Examination Services in Sacramento, three business days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature, it is the candidate’s responsibility **to contact the Caltrans Office of Examination Services in Sacramento at (916) 227-7860 or (916) 227-7464**, three weeks after the final filing date if he/she has not received a progress notice.

If a candidate’s notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at the State Personnel Board in Sacramento, any Employment Development Department office, Department of Transportation district office or at www.dot.ca.gov/hq/jobs on the Internet.

If you meet the requirements, you may take this examination. Possession of the entrance requirement does not assure a place on the eligible list. All candidates who pass will be ranked according to their scores.

The Department of Transportation reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Career Credits: In open, non-promotional examinations, career credits are granted to: 1) state employees with permanent civil service status; 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application form 100-678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, CA.)

Veterans Preference: California law allows granting of Veterans Preference points in open entrance examinations and open, non-promotional exams. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100%-disabled veterans; and 15 points for disabled veterans. Credit in open, non-promotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veterans preference points are on the veterans preference application (Form 1093) which is available from the State Personnel Board, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to the California Department of Transportation, Office of Examinations and Recruitment Services, P.O. Box 168036, MS 86, Sacramento, CA 95816. Voice (916) 227-7858 California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.



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